

# Indiana Behavioral Health Assessment System



## Indiana Behavioral Health Assessment System User Manual

July 2007

STATE OF INDIANA  
FAMILY AND SOCIAL SERVICES ADMINISTRATION  
DIVISION OF MENTAL HEALTH AND ADDICTION  
402 W. WASHINGTON STREET – W353  
INDIANAPOLIS, IN 46204

# **Purpose**

## **FAMILY AND SOCIAL SERVICES ADMINISTRATION**

### **Division of Mental Health and Addiction**

**Indiana Government Center South**

**402 West Washington Street – W353**

**Indianapolis, IN 46204**

## **Purpose of Document**

This document contains training information for the CANS tools and the IBHAS website. This document is intended for a wide audience, consisting of clinicians, administrative staff, management and IT staff, some of the information that is policy based and/or technology has been “boxed-in”. Interested readers have the information; others can just skip a “boxed” area.

## **Child and Adolescent Assessments**

The HAPI-C Assessment Tool for youth is no longer required beginning in SFY 2008. This assessment is being replaced with the Child and Adolescent Needs and Strengths (CANS) assessment tools. For children, aged 0 – 17, the CANS will be required for all youth served beginning in July.

All youth, those with serious emotional disturbance (SED) and with addiction (CA), are required to have a CANS assessment administered by a certified CANS user and the data submitted to DMHA at the beginning of SFY 2008. Data submission for the CANS is not the same as CSDS data reporting. All CANS data reported must be associated with the certified user’s identification number.

For reference on CSDS reporting, the current manual with complete instructions is available from the DMHA web page, <http://www.in.gov/fssa/mental/provider.htm>

Reassessments using the CANS are required at discharge and at least every 180 days of on-going services to the youth. More frequent assessment is required if a more intense level of service is being requested.

Comments on this document are welcome. The Division of Mental Health and Addition will revise the document based on changes/enhancements to IBHAS. Your input regarding this manual’s user friendliness and thoroughness will assist in improvement to the document.

It is recommended that each individual read this document in its entirety.

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# **CANS Training and Certification**

## **CANS Background**

The Child and Adolescent Needs and Strengths (CANS) assessment tools have been selected by Indiana to use statewide in the behavioral health system and, ideally, across child service systems and providers that address the behavioral health needs of children and their families. The CANS outcome management tools have been developed by John Lyons, PhD, Northwestern University, Chicago, and many stakeholders across multiple states. The assessment instrument is copyrighted by the Buddin Praed Foundation, 1999. There is no cost to use the tools. However, CANS users must be trained and certified annually.

An ad hoc committee made up of representatives from each child service system, families and youth, professionals from a variety of disciplines, and the academic community spent several months reviewing multiple assessment tools before recommending the CANS. Criteria guiding the review included: one tool for multiple tasks, useful to the child and family, inform intervention plan, provide decision support to level of care decisions, serve as an outcome measure, and improve communication between systems. The Indiana Family and Social Services Administration, Division of Mental Health and Addiction (DMHA) accepted the recommendation, viewing the CANS tools as a strategy to transform Indiana's behavioral health services across child service systems. Implementation of a common assessment tool and outcome quality management processes across child service systems were endorsed by Indiana's Social, Emotional and Behavioral Health Plan in 2006.

Since early 2006, an Interagency Implementation Team has worked together. The CANS has been tailored to meet Indiana's cross system needs. Decision support models have been developed, a training/certification program has been implemented and incremental implementation across systems has begun. DMHA, supported by the Division of Technology (DTS) within the Indiana Family and Social Service Administration (FSSA) and the Indiana University School of Social Work, provides leadership. DMHA's technology team, DTS, and the Indiana Office of Technology (IOT) have developed IBHAS to support the implementation of the CANS.

## **Indiana's CANS Tools**

The CANS has been tailored for Indiana's use across child service systems. This comprehensive assessment includes domains and items from the Mental Health CANS, Child Welfare CANS, and Juvenile Justice CANS. Indiana's multi-system CANS tools assess the needs and strengths of the child and caretaker. Specialized modules are triggered when needs are identified in the core items. To access Indiana's 5 CANS assessment tools, go to <http://ibhas.in.gov/>

- For behavioral health providers, the *CANS for Indiana Comprehensive Multisystem Assessment (5 to 17 or Birth to 5)* tools are to be completed as part of an

initial assessment. For a five year old, choose the tool most appropriate for the child's developmental needs. DMHA contract providers are required to complete this assessment effective 07/01/2007 for all current consumers and all subsequent new consumers.

- *CANS Reassessments (5 to 17 or Birth to 5)* are required for DMHA contract providers, to be reported to the IBHAS at least every 180 days of on-going services, if more intense services are recommended or requested, or when a child and family complete services. Reassessments are recommended whenever changes are being made to plans of care.
- The *Crisis Assessment Tool (CAT)* can be used for crisis or emergency services to choose between acute inpatient hospitalization or community based crisis care.

### **CANS Training and Certification**

Individuals who use the CANS Tools must be trained and certified annually. Annual certification helps ensure reliable use of the tools and communication with families, youth, and other child service systems. CANS training is available in three ways: web-based training and certification, training hosted by provider SuperUsers (local trainers/implementation specialists) with certification on the website, or live trainings with Dr. Lyons. Indiana has about 250 SuperUsers trained and certified to support the Indiana CANS implementation.

#### **Dr. John Lyons Training Tips:**

- Limit training to small groups of no more than 20-25.
- Trainees should be given the opportunity to practice in small groups of 3 to debrief the vignette and recommend ratings with a SuperUser.
- At least two practices with this support are likely to increase successful certification with the online test vignettes.
- A review of the critical, more difficult to rate items by the SuperUsers is suggested.
- Remind the trainees of the vignette assumptions: Assume a complete assessment has been done. If no information about an item appears in the vignette, assume there is no evidence of that need or strength.
- The training/certification website is:

<http://www.communimetrics.com/CansCentralIndiana/>

The on-line program provides training and certification on the Child and Adolescent Needs and Strengths (CANS) tool for Indiana child service agencies. The program links to:

- CANS Manuals
- Streaming video presentations of the overview of the CANS method
- review of the individual items on the CANS.

After watching the videos, trainees are invited to practice with on-line vignettes. To become certified, you must achieve a reliability factor of 0.70 or above. Once you have completed that goal in practice, you will be invited to attempt to certify on-line, using one of the randomly selected test vignettes.

## Getting Started

The first page of the website welcomes and invites visitors to register.

<http://www.communimetrics.com/CansCentralIndiana/Default.aspx>



Create your account. On the upper right side of the page,

- Click on "Create New Account" to enroll.

All the information needed to utilize the site is included in the text areas. Please read the instructions carefully. If, at any time, you require assistance with creating an account, logging in, or using the Communimetrics website, please use the **"Contact us"** link for help.

If you continue to have difficulty with the Communimetrics site, contact the IBHAS Help Desk at 317 232-7925 or [ibhas@fssa.in.gov](mailto:ibhas@fssa.in.gov).

Create your account.

- Select a username and a password that you will remember.
- Enter all the information requested.
- When complete, click on the “Create User” Button.

The next page asks for specific information about you in order to create your user profile. It is important that you identify your agency. If you work for one of the Indiana Community Mental Health Centers or State Hospitals, find the name of your agency/hospital on the list. If you work for another agency, it may be listed. If your agency is not listed, select “other”. Contact [IBHAS@fssa.in.gov](mailto:IBHAS@fssa.in.gov), and ask that your agency be added. IBHAS Help Desk phone: 317 232-7831. The IBHAS Help Desk will communicate the agency information to Communitronics.

Once your user profile is set-up, you are ready to begin training. Allow 4 to 5 hours to view the videos, practice using the CANS with vignettes and take the certification test.

To view the video clips, you need a computer with a high-speed internet connection. If you do not have a high-speed connection, the videos may be viewed using a DVD supplied to your agency. For a DVD, contact Ms. Jamie Lane, DMHA, at 317-232-7916 or e-mail [Jamie.Lane@fssa.in.gov](mailto:Jamie.Lane@fssa.in.gov)

Technology Requirements for Web-based Training/Certification Website to view & hear video clips.

Operating System: Windows 98, ME, NT, 2000, or XP

Software: Windows Media Player 7.0 or later. Use Media Player 9 or later for optimal playback.

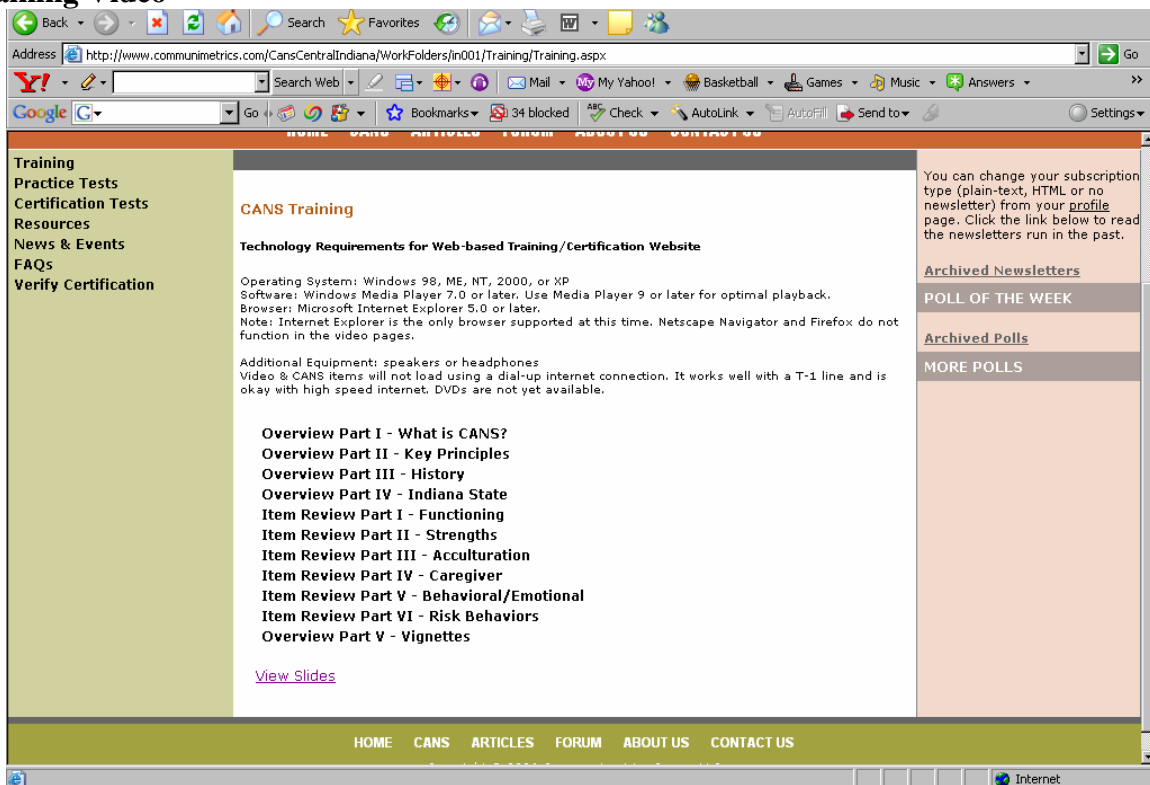
Browser: Microsoft Internet Explorer 5.0 or later.

Note: Internet Explorer is the only browser supported at this time. Netscape Navigator and Firefox do not function in the video pages.

Additional Equipment: speakers or headphones:

Video & CANS items will not load using a dial-up internet connection. An internet connection of 512kbps or faster is required. Dial-up internet connections are not supported.

## Training Video



Click on “Training” on the left side of your page, to begin training.

A series of short videos are presented. View the videos in sequence beginning with “Overview Part I – What is CANS?”. The most important video is “Overview Part II – Key Principles” which you may want to view more than once.

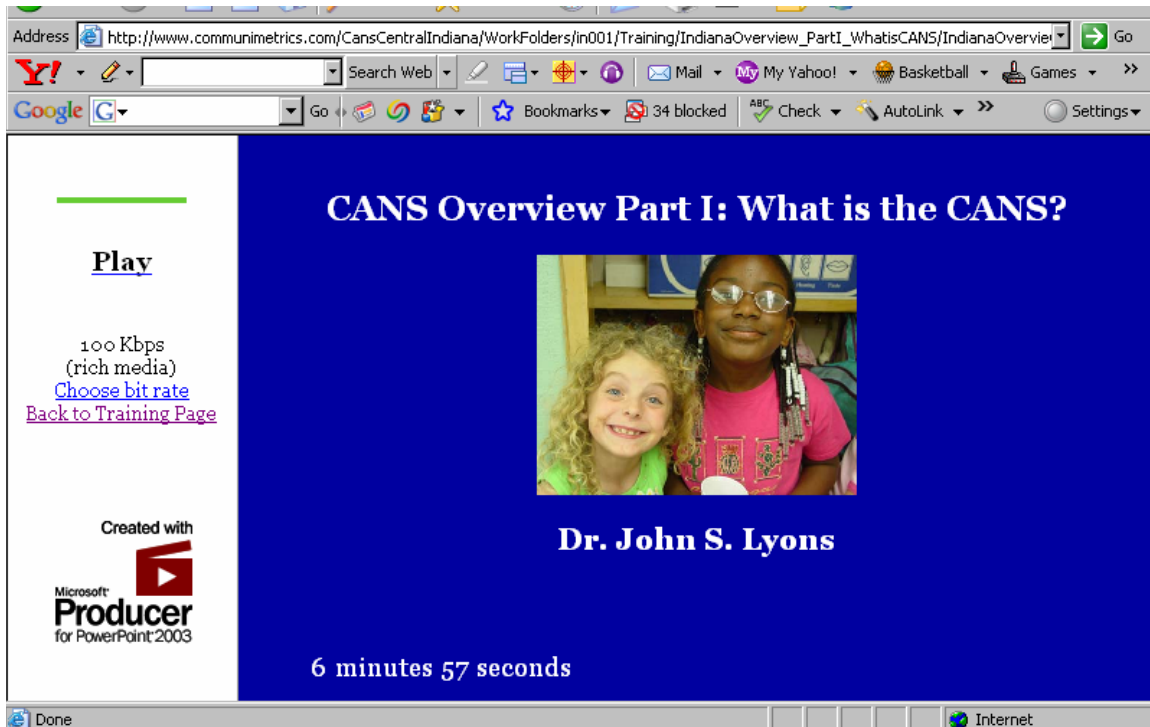
Click on “Overview Part I – What is CANS?”, to begin the training session,

Slides with related information appear with the video clips.



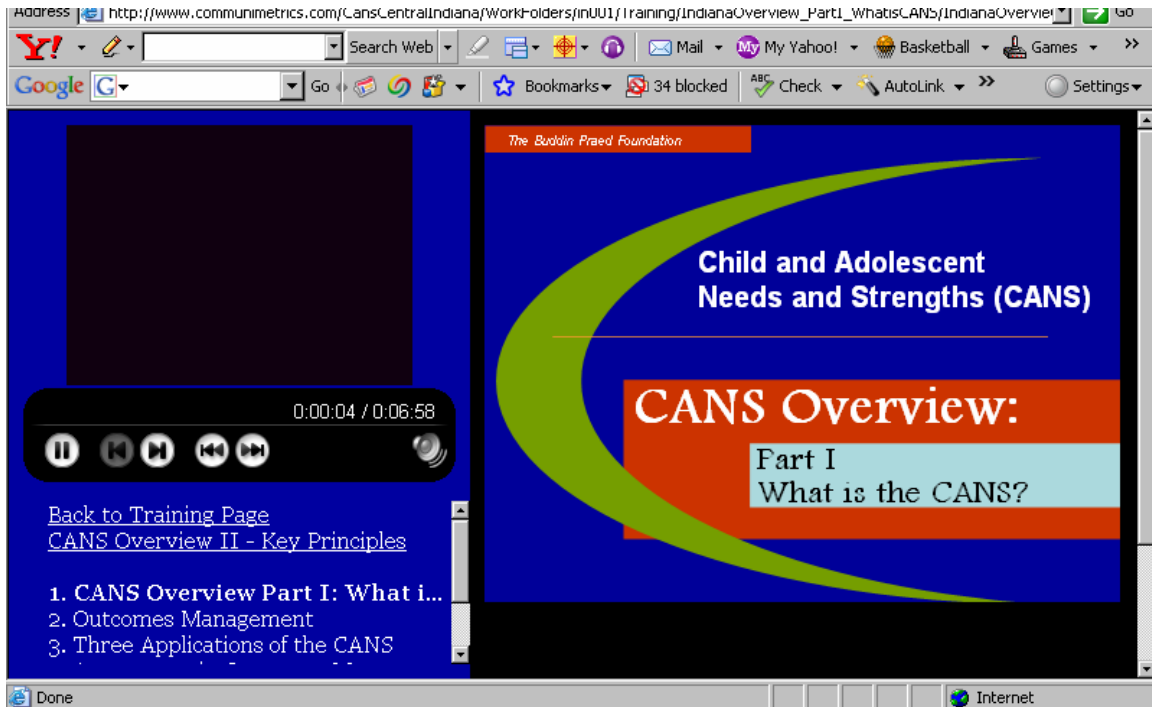
Click on “View Slides” to get the list and review each slide used in the presentation.

NOTE: If you are using the DVD for training rather than the website, you might want to print out each of the slides.



The first page of the video displays the video run time. This information allows you to manage your time to minimize interruptions to your training.

If you do not wish to proceed to the video, click on “Back to Training Page”; to exit Logout.



Click on “Play”, to begin the video training.

When the video begins, you will see Dr. John Lyons at the left top. With your computer speakers on, you will hear Dr. Lyons discuss the topics.

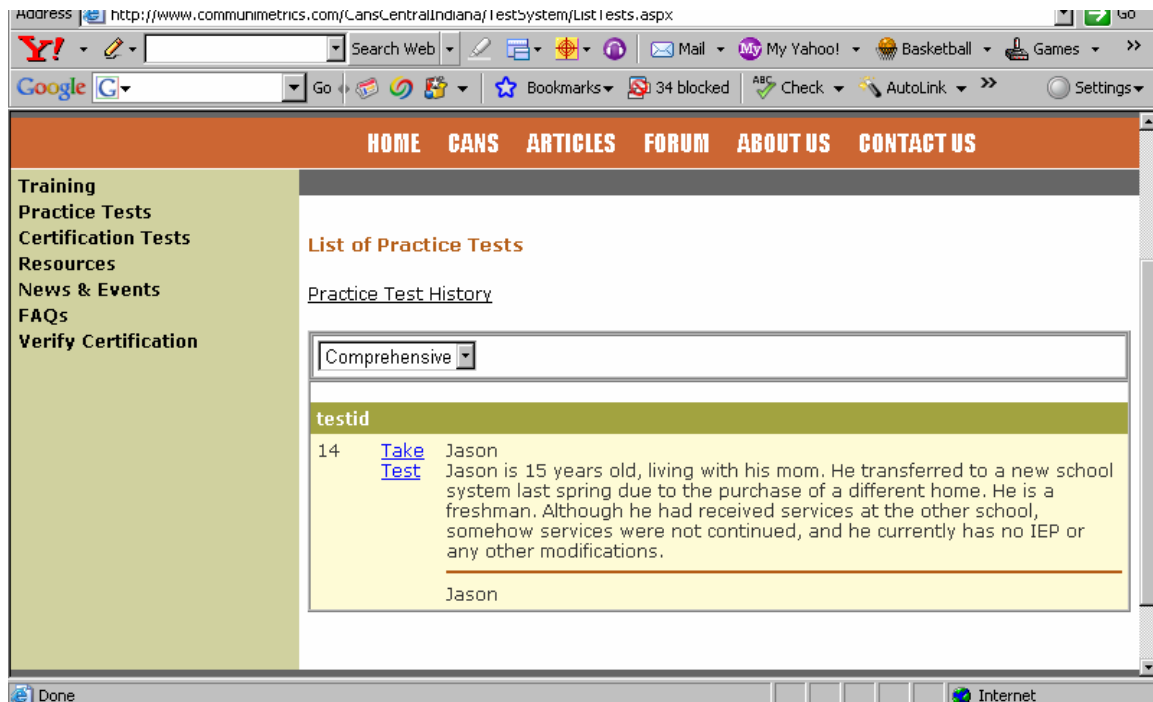
Below the picture, are buttons that allow you to navigate the video – pause, resume, forward, backward.

Below the navigation buttons is the outline of this session. You can skip ahead or go back to a section by clicking on the topic.

The slide presentations are on the right side of the page.

Once you have completed the session, you can go back to the training page or go to the next video by clicking on the text on the left side of the page.

## TAKING A PRACTICE TEST

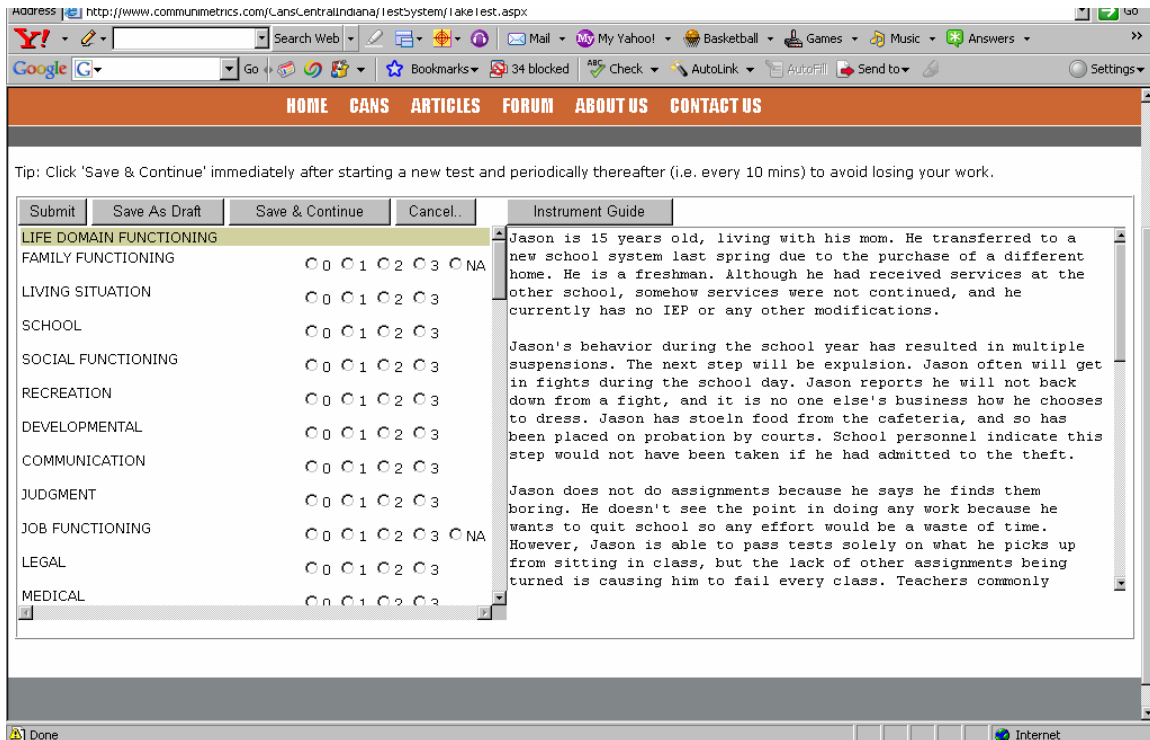


After completion of the training videos, you are ready to take the practice test. You can take the test as many times as needed. Rating at least two practice vignettes will make the certification test easier. When you have completed a test, a message displays your score and whether or not you have achieved a reliable score. Scores below .70 are not reliable. Please note: “Score” relates to your reliability. “Rate” refers to your evaluation of the questions regarding the consumer.

- Click on “Take Test” to begin the practice vignettes.
- Rate an **older** child (5 to 17) by using the default “Comprehensive” CANS (5 to 17).
- Rate a **young** child by selecting “0 to 5” in the drop down menu on this page.

Certification on **either** version of Indiana’s CANS certifies you to use **all** of the tools.

Vignette Assumption Tip: Assume that a complete assessment has been done. If no information about an item appears in the vignette, assume there is no evidence of that need or strength.

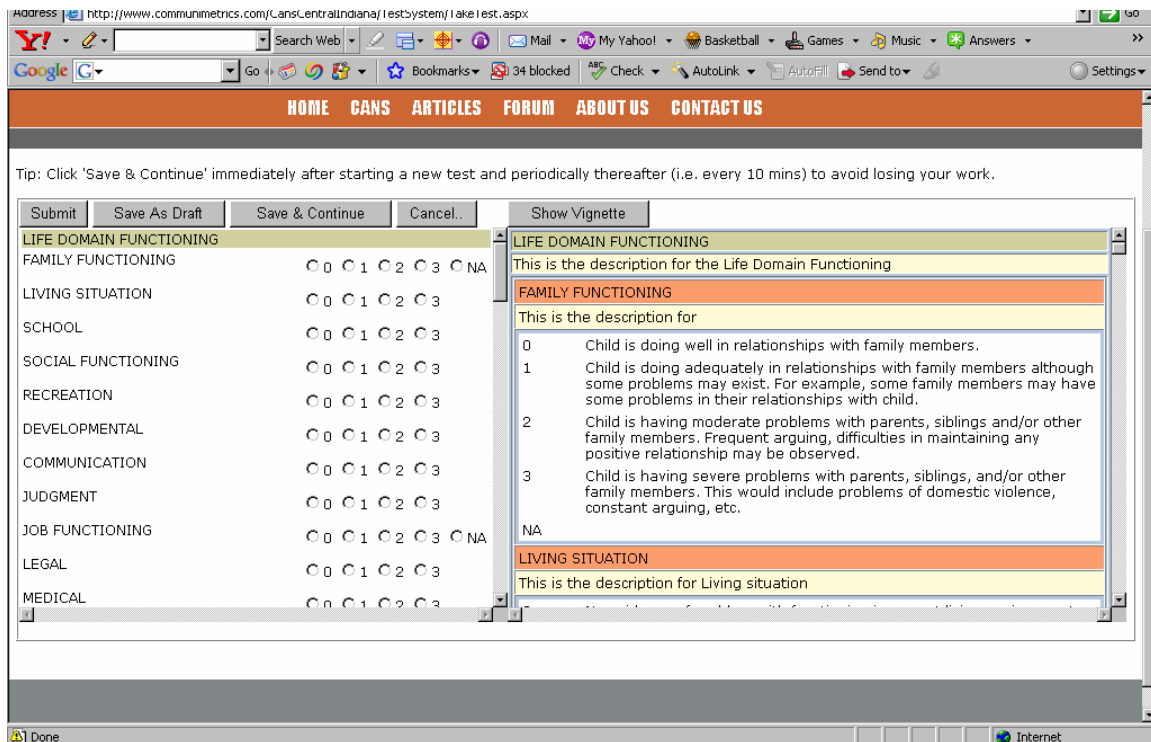


The testing page is a split screen. The questions with scoring bubbles to the right are on the left side of the split screen. The vignette displays on the right. After reading the vignette, you may click on “Instrument Guide” to switch to the actual CANS tool. (See next page for this view) [You may highlight and copy the vignette, then paste it to a Word document and print for reference while you look at the Instrument Guide to rate the vignette.]

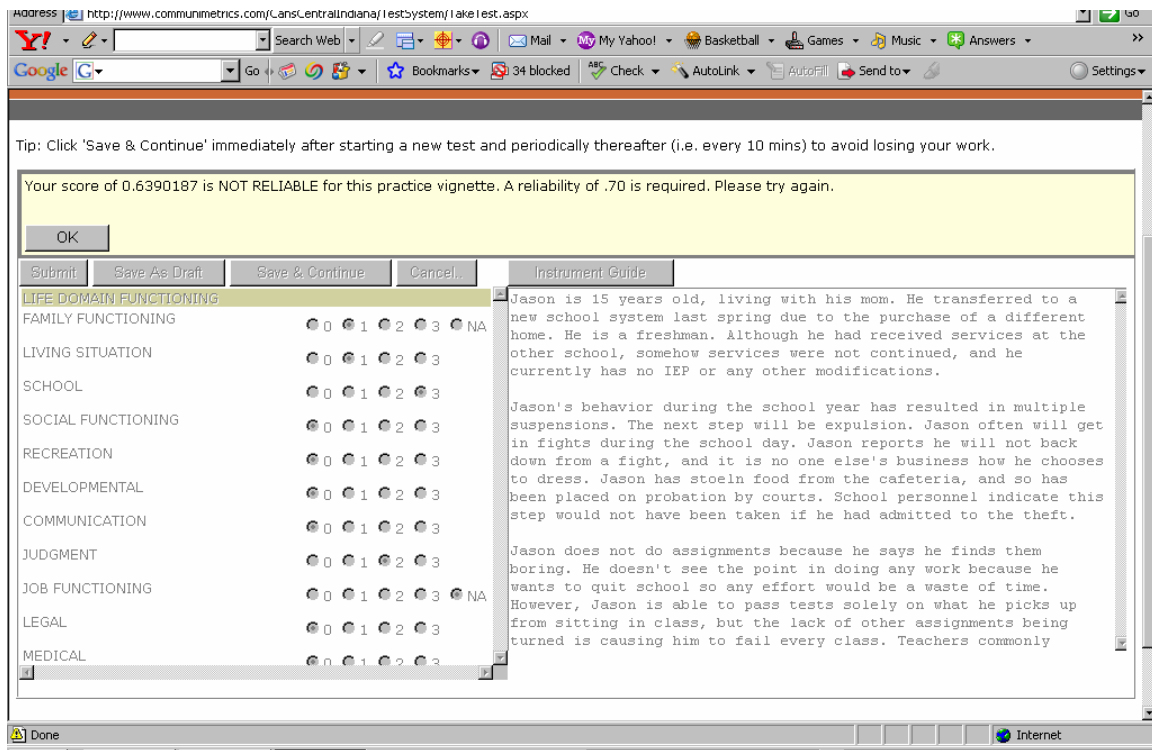
- Click on one bubble for each item to rate the item. Rate all items.
- Click on “Save & Continue” every ten minutes while rating the items. This allows you to save and return to your work in the event that you are “kicked out” of the system.

When you have completed rating all items:

- Click on “Save as Draft” if you want to return to the test later and review/correct any item(s).
- Click on “Submit” to have your scores graded for reliability.

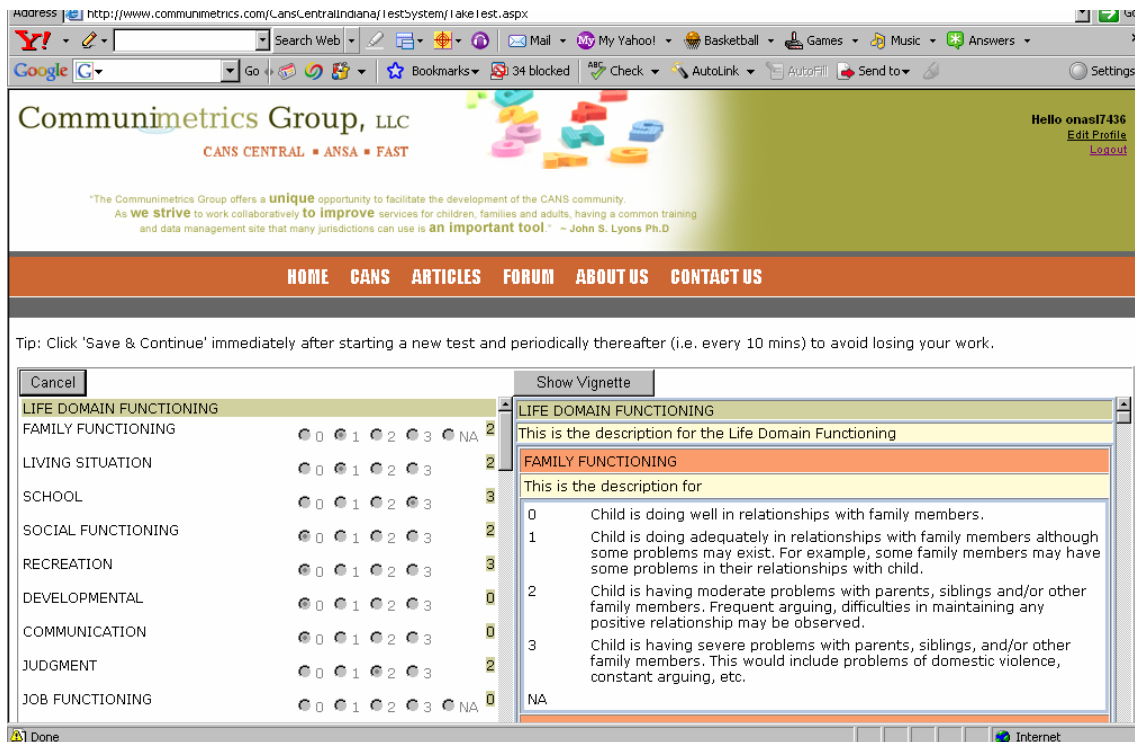


This page shows the alternate view when you click on “Instrument Guide”.



After you click on “Submit” a message displays your score and whether you achieved a reliable score. If your score was not reliable, complete another practice test.

You should not try to complete the certification test vignette until you are comfortable with completing the items with “passing” reliability scores.



If you did not achieve reliability on your practice test, review the correct rating for each item. In the above page, the shaded numbers to the right of the bubbles indicate the recommended rating for the item. Note the difference in your rating from the correct rating. .

To access this page, click on “Practice Test History” on the Practice Vignette page. (See page 8 of this manual.)

If you are not able to achieve reliability after three attempts, contact a SuperUser.

After achieving reliability, you are ready to be certified.

## TAKING A CERTIFICATION TEST



- Click on “Certification Tests”.
- Certification Tests function like the Practice Tests as described in this manual.
- Click on “Take Test” to see the vignette and begin.



Address <http://www.communimetrics.com/CansCentralIndiana/TestSystem/TakeCert.aspx>

**Communimetrics Group, LLC**  
CANS CENTRAL ■ ANSA ■ FAST

Hello beawatto  
[Edit Profile](#)  
[Logout](#)

\*The Communimetrics Group offers a **unique** opportunity to facilitate the development of the CANS community.  
As **we strive** to work collaboratively **to improve** services for children, families and adults, having a common training and data management site that many jurisdictions can use is **an important tool.** ~ John S. Lyons Ph.D

**HOME CANS ARTICLES FORUM ABOUT US CONTACT US**

Tip: Click 'Save & Continue' immediately after starting a new test and periodically thereafter (i.e. every 10 mins) to avoid losing your work.

Submit Save As Draft Save & Continue Instrument Guide Cancel

LIFE DOMAIN FUNCTIONING	
FAMILY FUNCTIONING	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> NA
LIVING SITUATION	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3
SCHOOL	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3
SOCIAL FUNCTIONING	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3

PJ is an eight year old boy who lives with his mo grandmother. He has not had any contact with his last visit a month ago. His mother has health pro her in bed a lot of the time. Grandmother takes c she is unable to.

At school he displays difficulty getting along wi

Error on page. Internet

You can navigate between the “Vignette” and “Instrument Guide” (CANS Tool) by choosing the “Instrument Guide” or “Vignette” Buttons.

- Rate all items.
- Remember the vignette assumption on page 8 of this manual.
- “Save and Continue” about every 10 minutes. This allows you to save and return to your work in the event that you are “kicked out” of the system.
- Submit
- Good luck!!

When you submit your certification test, you receive your CANS Reliability Score instantly. Unlike the practice tests, recommended ratings are not available for review. If you have difficulty achieving certification reliability, contact a SuperUser.

**Certification Test History.** Click on “Certification Test History” to review your tests and ratings. Your Certification Number appears in this record.

**Verify Certification.** To print documentation of your certification, click on “Verify Certification” from the main menu. You can print a document to share with your employer.

**Database/Record.** A record of your certification reliability will be recorded in a database by the website. This information is sent to the Indiana Behavioral Health Assessment System (IBHAS) which collects, analyzes and reports information from the CANS assessment. Only CANS assessments which are completed by certified users will be accepted by IBHAS.

**Annual Certification Reminder:** If you list an email address, you will receive a reminder in 11 months to be recertified. If you complete the CANS on the IBHAS website, a message will display just below the banner area to remind you to complete the yearly certification. This displays 30 days prior to and 30 days after your certification expiration date. If your re-certification information has not been updated in IBHAS, prior to 31 days past your certification date, you will be locked out of the system.

## **OTHER FEATURES on the COMMUNIMETRICS SITE (Main Menu):**

**Resources** will include:

- a link to the FSSA/DMHA website to view Indiana's CANS
- a Glossary for the CANS
- CANS Comprehensive Interview Format with Family Friendly Questions

## **News & Events**

- Watch for SuperUser Booster Sessions
- News about the Adult Needs and Strengths Assessment
- Annual CANS Conference Information
- Other News

## **FAQs**

- Frequently Asked Questions

**For additional information or questions about CANS Training and Certification and implementation, contact: [Betty.Walton@fssa.in.gov](mailto:Betty.Walton@fssa.in.gov)**

## **Indiana Behavioral Health Assessment System (IBHAS)**

The Indiana Behavioral Health Assessment System (IBHAS) is a web-based application to provide: electronic versions of assessment tools, multiple ways of completing assessments and recommended intensity of services based on decision support thresholds. The design of IBHAS enables use of common tools and processes by any state agency or non-governmental behavioral health provider. Consistency of results will be maintained from all staff being trained in the same manner and using the same system. As a larger goal, implementing the CANS tools in this website will allow the consistency and uniformity enables all who are involved in children's services to be "on the same page" and "speak the same language" regarding the child's needs and strengths. Additionally, security and data have been organized so that HIPAA as well as state and federal laws and regulations are supported.

### **Registering with IBHAS**

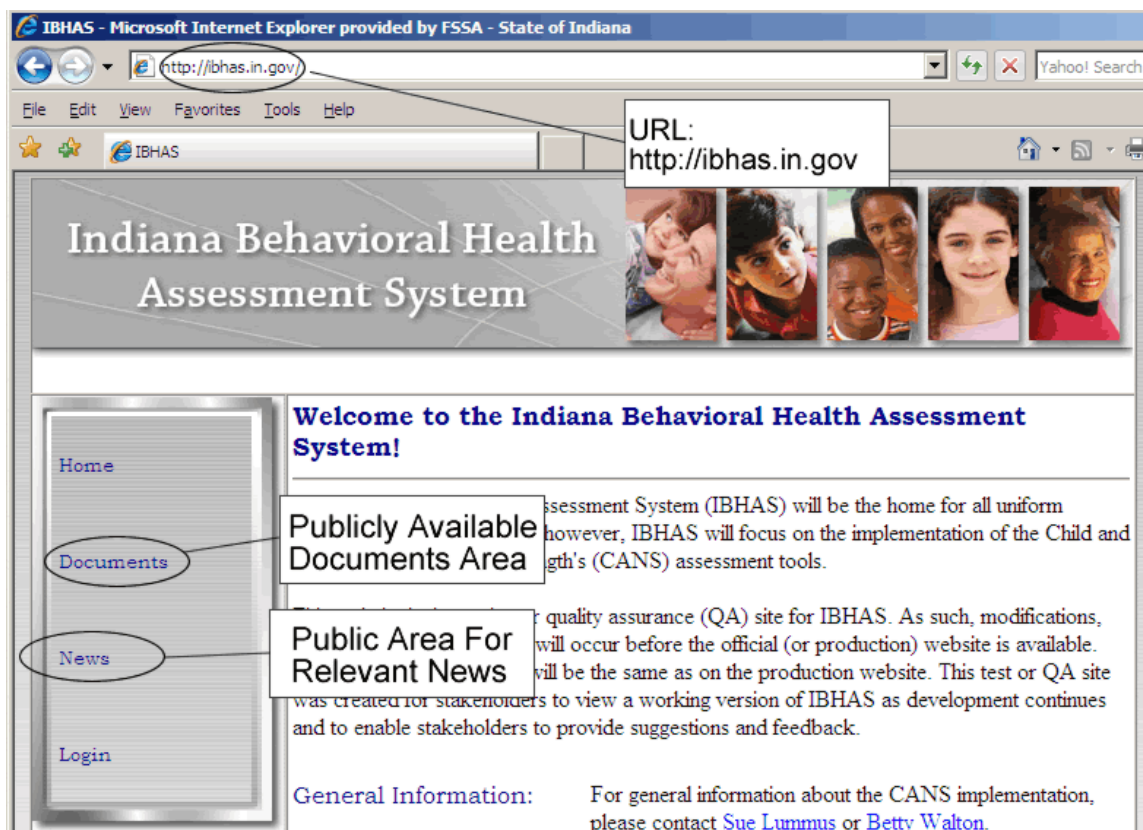
To maintain the security and privacy of data, the application requires a username and password to be set up. This is done through a registration process that enables providers to identify who and how they want to interact with IBHAS. Each organization must designate authorized users who will be issued usernames and passwords. Three levels of authorized users are possible:

- **Clinician/Certified CANS User:** These users have access to all 5 CANS tools (2 comprehensive, 2 reassessments, and 1 crisis). These users have access to the online assessments tools through an interview and rapid-entry modes, but not to the import/export feature. These users have access to all provider reports for their organization.
- **Data Entry/Import and Export:** These users have access to the rapid-entry mode of all 5 CANS tools. They have access to the import/export feature and to all provider reports for their organization.
- **Read-Only/Management:** These users can view all data specific to the provider. They do not have access to the CANS tools or the import/export feature. These users have access to all provider reports for their organization.
- IBHAS registration documents are located: <http://ibhas.in.gov/mainDocuments.aspx>

### **Website Description**

The IBHAS website groups parts of the website into sections that provide specific functionality (e.g., searching for a consumer). The security and access to different parts of the website is maintained by the IBHAS Support Center ([ibhas@fssa.in.gov](mailto:ibhas@fssa.in.gov)) and implemented in the website "behind the scenes". That is, different users will be able to access different parts of the website based on the security profile that is created during the registration process. In fact, some users may have different menu options than others. Therefore, the IBHAS Support Center should be contacted regarding questions so that the administrator can review the user's current security profile in context with the question. The following sections describe each section of the website in more detail.

To provide general information about Indiana Behavioral Health Assessment System (IBHAS) and be a central place for relevant documents, the home page, news and documents pages are available to anyone on the Internet. This area will be expanded as appropriate, but will always contain the official and current versions of all the assessment tools as well as current training options. The web address or URL is: <http://ibhas.in.gov>.

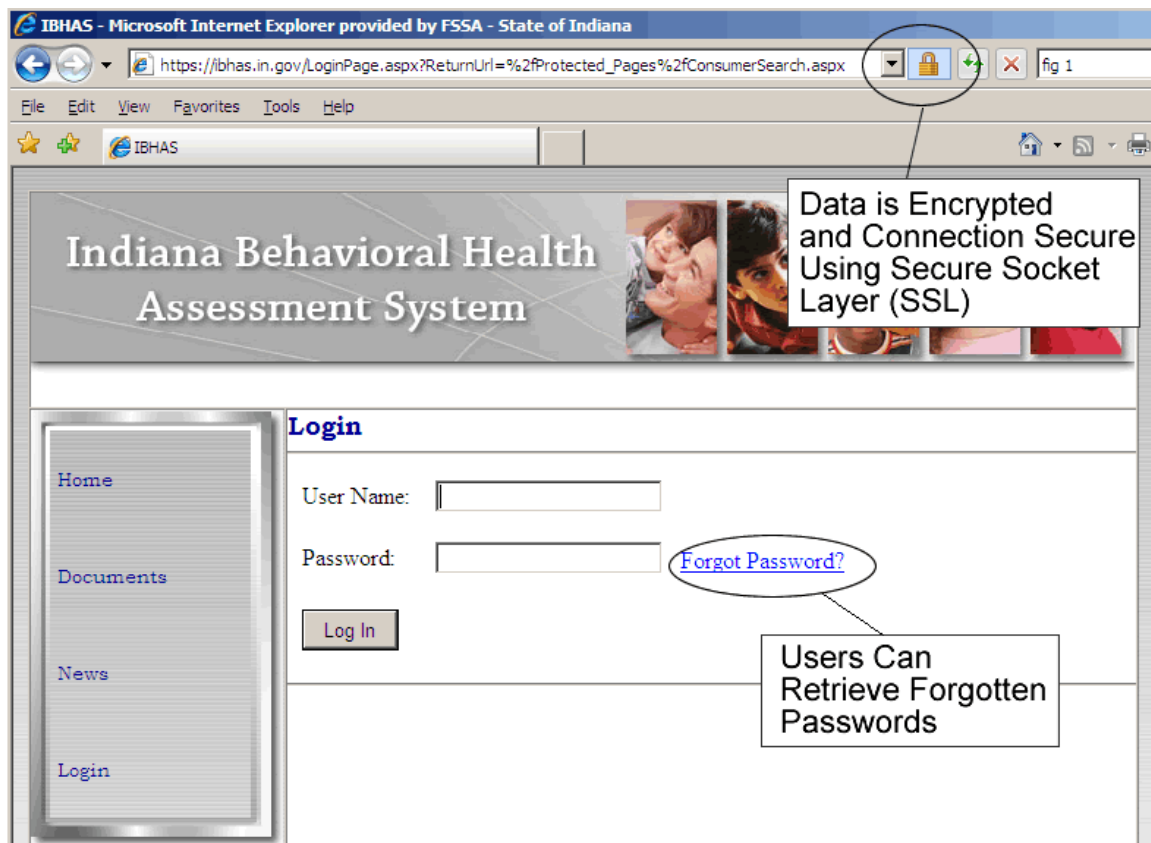


**Figure 1 – Home Page**

## Secure Login

The last menu option on the home page is the login page. Your username and password are determined during the registration process and details are contained in that documentation. If there are questions regarding your username, password or user profile, contact the IBHAS Support Center [IBHAS@fssa.in.gov](mailto:IBHAS@fssa.in.gov)  
See figure 2 below:

Logging in uses 128-bit encryption via a secure certificate from Verisign and the Secure Sockets Layer (SSL). While navigating within the website from this point on, all data is encrypted. Security is also maintained via Microsoft ASP.net 2.0 Forms Authentication so no one will be able to access any web pages without being officially logged in.



**Figure 2 – Login**

### **Did you forget your password?**

On the login page, a link is provided to retrieve a forgotten password.

- Click on “Forgot Password?” Enter your username. If you entered your username to login, it will display.
- Click the “submit” Button.
- Your “secret question” displays.
- Enter the “secret answer”.
- Click the “submit” Button.

Note: If either the username or answer to the secret question is incorrect, a message displays on the page to re-enter the correct information or contact the Support Center. Once the username and secret answer are both correct, an e-mail is sent to the user’s address that was entered in the user profile during the registration process.

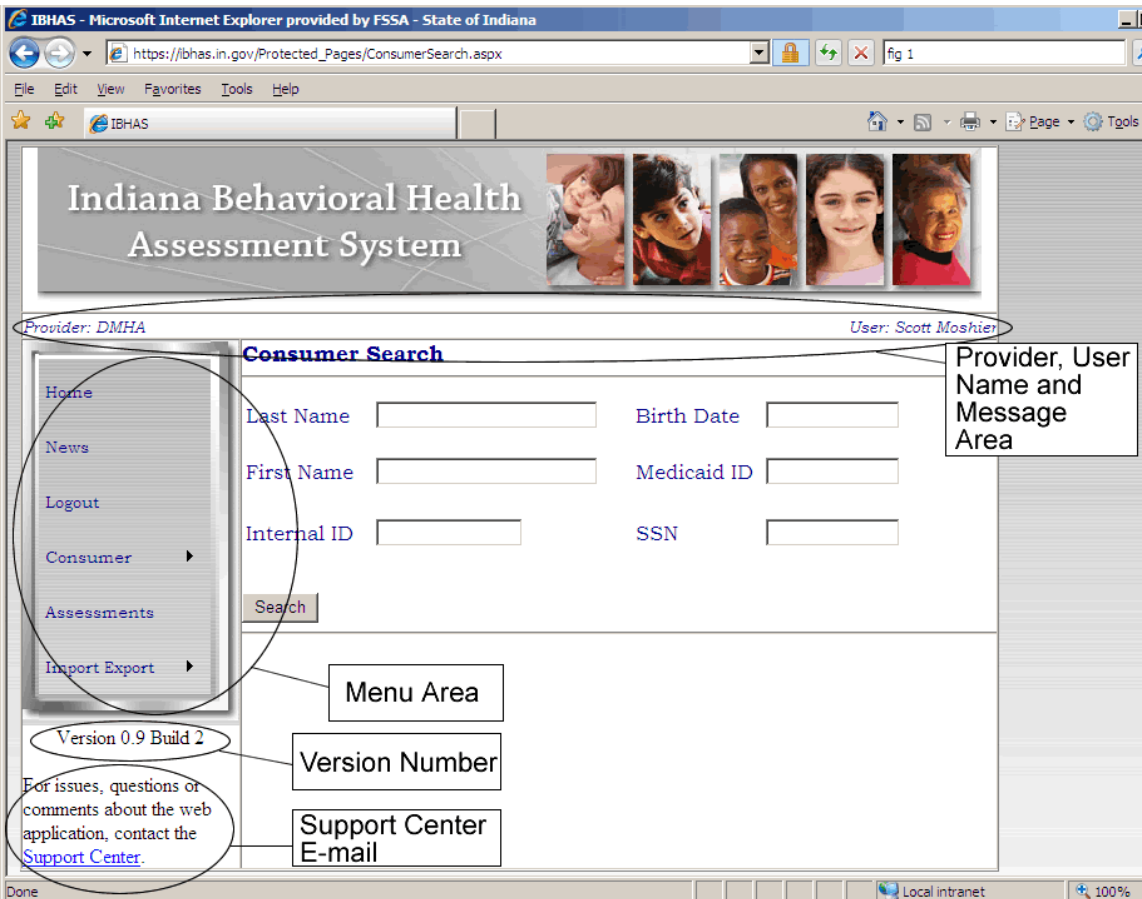
## General Page Layout

All pages in the website follow the same basic layout.

- Just above the menu area and below the banner is an area that displays your username and your provider organization.
- The center of this section is reserved for short messages. An example of a message is a reminder that the user needs yearly certification. Specifically, the reminder displays 30 days prior and 30 days after the user's certification expiration date. Other messages may be developed in future phases.
- On the left side of each page, you will find the navigation menu.
- At the bottom left underneath the menu area, the current version of the website displays along with a link to the IBHAS Support Center.
- The area to the right of the menu displays the content for each page.

See Figure 3

When developing the website, it has been sized to accommodate many different screen resolutions. Therefore, a page may have more or less space to the right depending on the user's display options. This menu is dynamic in that various options will be visible based on your profile. Therefore, it is possible for two different users working with the same provider to see different menu items. If there are questions regarding the menu items or user profile, contact the IBHAS Support Center



**Figure 3 – Consumer Search**

## Consumer Search

After a successful login, the Consumer Search page displays. **Always** search for a consumer before adding the consumer's information (to avoid possible duplicates).

You can search on several different pieces of data (in combination or separately). When you enter the criteria into the text box (e.g., entering information into the “Last Name” box) and click the “Search” Button, all matching consumers for which the user is allowed to view display. To protect consumer privacy, the search feature finds only the consumers that match your provider.

## How do I find a Consumer?

The most accurate search is on one of the unique IDs: Internal ID, SSN, or Medicaid #. You may search on one or all of these fields:

- Last Name
- First Name
- Birth Date
- Medicaid ID
- Internal ID
- SSN

Address [https://dmhaqa.fssa.in.gov/Protected\\_Pages/ConsumerSearch.aspx](https://dmhaqa.fssa.in.gov/Protected_Pages/ConsumerSearch.aspx) Go Links »

Provider: DMHA User: Nancy Ro

### Consumer Search

Last Name  Birth Date

First Name  Medicaid ID

Internal ID  SSN

	IUBHAS ID	Last Name	First Name	Birth Date	Medicaid #
<a href="#">View</a>	97	Carter	June	01/01/1999	1234567890
<a href="#">View</a>	98	Carter	Johnny	01/01/2045	123456
<a href="#">View</a>	192	Carter	June	01/01/1999	

Version 1.0 Build 3

For issues, questions or comments about the web

Enter Search Criteria

Search Results with Option to View

### Figure 4 – Search Results

After you have entered your search criteria:

- Click the “Search” Button.
- Results from **your provider organization** display. All consumers matching the criteria display. Therefore, if there are two “Robert Smith’s” both display. The search criteria also searches for similar names (to account for misspellings and/or key transpositions).
- The initial display includes: IBHAS ID, Last Name, First Name, Birth Date, and Medicaid #.

If the consumer is not displayed, you can enter different and/or additional information and search again.



- Click the “View” Button to display the consumer’s demographic information to verify the correct consumer is chosen. Additionally a summary of his/her assessment history (e.g., visit date when the assessment was performed, specific assessment tool used and whether the assessment is “open” (not completed) or “closed” (completed)).

From “View Consumer”, you have the option to either edit the consumer demographic information or to add a new assessment. See figure 5.

**View Consumer**

**Williams, Andrew**

Internal ID: \_\_\_\_\_  
 IUBHAS ID: 199  
 CSDS ID: \_\_\_\_\_  
 Birth Date: 01/02/1998  
 SSN: 555-55-5555  
 Medicaid #: 123456  
 Ethnicity: Not Hispanic/Latino  
 Race: ☒ African American ☐ Asian ☐ Native Hawaiian  
☐ American Indian ☐ Caucasian

Gender: ☒ Male ☐ Female  
 Zip Code: 47401  
 Mom's Maiden: abcdefghijklmnopqrst

[Edit Consumer](#)

**Assessments**

	Report	Tool	Visit Date	Visit ID	Status
<a href="#">View</a>	<a href="#">Report</a>	Crisis Assessment Tool	05/31/2007	96	Closed

Version 1.0 Build 3

For issues, questions or comments about the web application, contact the [Support Center](#)

Done

Local intranet

**Figure 5 – View Consumer**

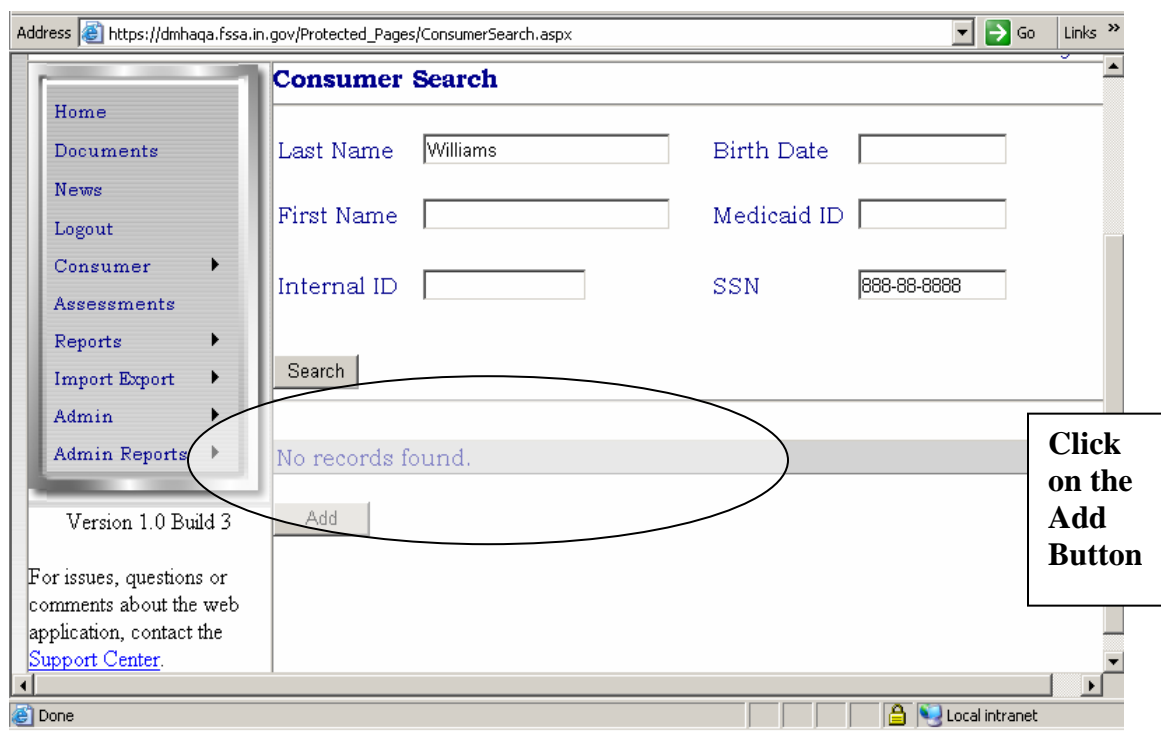
## Edit Consumer Information

To edit an existing consumer:

- Click the “Edit” Button to change or add information about the consumer.
- Click the “Update” Button to save the information.
- Click the “Cancel” Button, if there are no updates.

## No Records Found

If the consumer search is unsuccessful, “No Records Found”:



**Figure 6 – No Records Found**

- Click the “Add” Button to enter a new consumer.
- Enter the data
- Click the “Insert” Button to save the information.
- Click the “Cancel” Button to cancel, “not save”.

## Consumer Demographics

Consumer demographics are straightforward, whether in “Add” or “Edit”. However, there are a few items to note when entering this information.

- Last Name
- First Name
- Middle Name
- Birth Date
- Gender
- SSN – Optional. –. The Social Security Number to be entered when feasible. It helps to differentiate consumers with the same or very similar demographic information. **The format is: ###-##-####.**
- Zip Code
- Medicaid #
- Mom’s Maiden – Again, this helps to differentiate similar consumers.

- Ethnicity – Following federal Census Bureau standards, Hispanic ethnicity is separate from the consumer's race.
- Race – The options given are consistent with the Census Bureau standards and allow the consumer to identify multiple races if it is applicable (e.g., part Asian and part Caucasian).
- Internal ID – This is the id that uniquely identifies the consumer in your system. This can be any combination of text and numeric characters.
- CSDS ID – This is the unique 16 digit CSDS Identifier.

This assists with integration to/from providers' electronic medical record or case management systems. While it is not a requirement to enter data into this field on this web page, it is highly recommended that the appropriate data be entered for each consumer. If there are questions regarding the use of this field and data, please contact the IBHAS Support Center.

The screenshot shows a web browser window with the address bar displaying [https://dmhaqa.fssa.in.gov/Protected\\_Pages/ConsumerAddEdit.aspx](https://dmhaqa.fssa.in.gov/Protected_Pages/ConsumerAddEdit.aspx). The page contains a form for adding or editing a consumer record. The form fields and their values are as follows:

Last Name:	Brando	First Name:	
Middle Name:		Birth Date:	010496
Gender:	<input type="radio"/> Male <input checked="" type="radio"/> Female	SSN:	222-22-22222
Zip Code:	462400	Medicaid #	ABC123
Mom's Maiden:		Ethnicity:	Not Hispanic/Latino
Race:	<input type="checkbox"/> African American <input type="checkbox"/> Asian <input type="checkbox"/> Native Hawaiian <input type="checkbox"/> American Indian <input type="checkbox"/> Caucasian		
Internal ID:			
CSDS ID:			

Below the form, a red message states: "The following input errors have occurred."

- First Name is required
- Birth Date only accepts valid Dates
- SSN format should be ###-##-####
- Invalid Zip Code format
- This Field Only Accepts Numbers

The left sidebar contains a navigation menu with the following items: Home, Documents, News, Logout, Consumer (selected), Assessments, Reports, and Import Export. The bottom of the page shows the version "Version 1.0 Build 3" and a link to the "Support Center".

**Figure 7 – Input Errors**

**Figure 8 – Correct Input**

## How do I Add an Assessment?

Once the consumer is either found or added to the system, you can add an assessment. When adding an assessment, the consumer's name displays as part of the heading for this section. This helps you verify you are working on the correct consumer.

- Click on “Add Assessment” Button at the bottom of the search page or by selecting the “Assessments -> Add” menu option from the left side of the page.
- You must complete the Assessment Options (some options may be disabled or ‘grayed out’ based on your user profile).

## Assessment Options

- Assessment Entry Mode
  - Rapid Entry Mode –This option assumes that the clinician has completed the assessment instrument on paper. This option provides a more compact and quicker method of data entry.
  - Interview Mode – This option provides the full text from the assessment instrument along with the questions and possible answers.
- Assessor
  - Select the person who performed the assessment. Depending on the user profile, this may be disabled or may provide a ‘drop-down list’ of certified clinicians.
- Assessment Date

- Enter the date when the assessment was administered. This is not necessarily today's date.
- Reason for Assessment
  - The three options of Initial, Reassessment and Transition/Discharge indicate when, in the context of treatment, the assessment is being performed.
- Select Assessment Tool
  - There are multiple assessment instruments for younger vs. older children as well as different circumstances (e.g., crisis). All options are displayed. Please refer to the "Documents" area of the website for specifics regarding each assessment tool.

IBHAS - Microsoft Internet Explorer provided by FSSA - State of Indiana

https://dmhaqa.fssa.in.gov/Protected\_Pages/AssessmentAdd.aspx

File Edit View Favorites Tools Help

IBHAS

Indiana Behavioral Health Assessment System

Provider: DMHA User: Moshier Clinician Test

Add Assessment - Joe Anderson

Assessment Entry Mode: ☐ Interview Mode ☒ Rapid Entry Mode

Assessor: Moshier

Assessment Date: 5/2/2007

Reason for Assessment: ☒ Initial ☐ Reassessment ☐ Transition/Discharge

Select Assessment Tool: CANS Comprehensive 5 - 17

Start Assessment Cancel

Version 0.9 Build 2

For issues, questions or comments about the web

**Figure 9 – Start Assessment**

- Click the "Start Assessment" Button.

The next page displays the necessary questions and answer options based upon the criteria selected. In the Interview Mode and in the Rapid Entry Mode, the "Life Domain" buttons display along the left side of the page next to the website menu. Each button corresponds to a section/domain of the assessment.

## Rapid Entry Mode

**Figure 10 – Rapid Entry Mode**

In the Rapid Entry Mode, the “Life Domain” Buttons display along the left side of the page next to the website menu.

To Begin the assessment:

- Click the first of the “Life Domain” Buttons, on the left or you can use the “Next” or “Previous” Buttons for Navigation.
- The rating values display with the Domain header.
- Click the rating “bubble” as indicated on the scoring sheet. If you click the “wrong” bubble, click the “correct” and the “wrong” entry is removed.
- Some answers may require the completion of other sections. If so, a message displays indicating the required module.
- Click the “Process/Save Assessment” Button to save an unfinished assessment at any time. The data will be saved and you can login at any time to complete. Be sure to make note of the consumers’ name.
- Click the “Cancel” Button if you started an assessment unintentionally and do not want to save any of the data.

To save the assessment for review, prior to activating the decision support threshold process, click the “Process/Save Assessment” Button. The application returns to the “View the Consumer” page. The assessment is “open” and available to “View” or to “Create a Report”. To review your entries for accuracy, select either “View” or “Report”.

If you select “view”, you can scroll through the assessment domains, and verify your entries. Please note: If the assessment was completed in “Interview Mode”, when you open the assessment, the Page displays “Rapid Entry Mode”. Scroll to the bottom of the screen, and click on the “Interview Mode” Button. If any of your entries are incorrect, you can make a correction. If you select “Report”, you can use that format to verify your entries. It is highly recommended that you take the review action. Once an assessment is “closed”, it cannot be modified. Closed assessments are a part of the permanent record.

The screenshot shows a web browser window with the address bar displaying [https://dmhaqa.fssa.in.gov/Protected\\_Pages/AssessmentAddRapid.aspx](https://dmhaqa.fssa.in.gov/Protected_Pages/AssessmentAddRapid.aspx). The page title is "Indiana Behavioral Health Assessment System". Below the title is a navigation menu with links: Home, Documents, News, Logout, Consumer, Assessments (selected), and Reports. The main content area is titled "Rapid Entry Mode - Crisis Assessment Tool New". A red error message states: "Assessment is incomplete: An answer is missing from a core module." Below the error message is a table with assessment domains and their corresponding scores. The domains are: Key, Risk Behaviors, Behavioral/Emotional Symptoms, Functioning Problems, Juvenile Justice, and Child Protection. The scores are: Health (0, 0, 1, 0, 2, 3), Supervision (0, 0, 1, 0, 2, 3), Involvement (0, 0, 1, 0, 2, 3), and Social Resources (0, 0, 1, 0, 2, 3). The bottom of the page shows a status bar with "Local intranet".

**Figure 11- Incomplete Assessment**

If you leave a question unanswered, you will get the above error message. Use the “Next” and “Previous” Buttons to scroll to complete the unanswered question(s).

## Decision Support Threshold

The Decision Support Threshold process automatically analyzes all the assessment data and processes the data through a pre-determined logic “tree” to identify a recommended intensity of services. When the process is complete, the recommendation displays on the next page and is saved with the assessment information. Please note, there are no decision support algorithms for the Birth to 5 tools at this time. To run the decision support algorithms, both steps in the following order, must be complete.

- **First** click on “Check to Close Assessment” checkbox.
- **Then** click the “Process/Save Assessment” Button.



## Interview Mode

Interview Mode has the same functionality as Rapid Entry Mode. The only difference is the information display. Each question corresponds to a section or domain of the assessment displays. By clicking the Domain Heading questions on left, each domain's questions can be viewed and answered. Also, "next" and "previous" navigation buttons at the bottom of the page allow the user to navigate through the assessment in a "wizard-like" format. Some questions may trigger other sections within the assessment (e.g., "Juvenile Justice (JJ) Module"). If an answer to an earlier item requires that additional sections must be filled out, a message will display next to the question indicating which module is required.

The section of the assessment titled "General Questions" affects the decision support process. If the "Involvement with DCS" question is answered "yes", the placement threshold process runs to provide a placement recommendation. These results are provided to inform decision-making based on the quantified information within the assessment.

Reminder: If you choose to review an assessment before you "close" it, when you "View" the assessment, the page displays "Rapid Entry Mode". Scroll to the bottom of the screen, and click on the "Interview Mode" Button. Additionally, when adding a new assessment, if you accidentally select Rapid Entry Mode, you can click the "Interview Mode" Button at the bottom of the page.

**Assessment System**

Provider: DMHA

User: Moshier Clinician Test

**Interview Mode - CA**

See Each Domains' Questions by Clicking On the Corresponding Button

Questions with Answer Descriptions in Interview Mode

When Finished, Click Check-Box to Close Assessment. Click "Process/Save" Button to Save Data and Process Decision Support Recommendation

Life Domain Functioning

Family

Please rate the highest level from the past 30 days

C NA - Not Available - This child is currently not in a family situation.

C 0 - Child is doing well in relationships with family members.

C 1 - Child is doing adequately in relationships with family members although some problems may exist. For example, some family members may have some problems in their relationships with child.

C 2 - Child is having moderate problems with parents, siblings and or other family members. Frequent arguing, difficulties in maintaining any positive relationship may be observed.

C 3 - Child is having severe problems with parents, siblings, and or other family members. This would include problems of domestic violence, constant arguing, etc.

Check to Close Assessment

Process/Save Assessment Cancel

**Figure 12 – Interview Mode**



## Reports

Several reports are available to display either individual consumer information or aggregated provider-level information. Each report has common features that are controlled at the top of the report. Below is a description:

- Navigation arrows with page numbers enable users to navigate to the next/previous page or skip to a particular page.
- Users can adjust the size of the report on the screen by using a drop-down box with various options (e.g., 100%, page width, whole page, etc...)
- A text-box with the “Find | Next” link beside it allows users to search for particular words in the report.
- The “Export” link below the navigation arrows allow users to select a format type from the drop-down box, click the “Export” link and have the report display in the format selected.

### Individual Report

The individual report lists all assessment item scores and the decision support threshold recommendation, if one. This is accessed through the View Consumer page (accessible from the menu: “Consumer” -> “View”). For the selected consumer, each assessment is displayed in a grid below the consumer information, a “report” link is provided in each row. See figure 14:

**Indiana Behavioral Health Assessment System**

Provider: DMHA User: Scott Moshier

**View Consumer**

LastName001, FirstName001 Internal ID: Test001  
Middle\_Name001 IUBHAS ID: 185  
CSDS ID: ABC19990101M0001  
Birth Date: 01/06/1993  
Gender: ☒ Male ☐ Female SSN: 123-45-0001  
Zip Code: 46204 Medicaid #: 0  
Mom's Maiden: Mom\_Maiden001 Ethnicity: Not Hispanic/Latino  
Race: ☐ African American ☐ Asian ☒ Native Hawaiian  
☐ American Indian ☐ Caucasian

[Edit Consumer](#)

**Assessments**

	Tool	Visit Date	Visit ID	Status
<a href="#">View Report</a>	CANS Initial Assessment 5 - 17	04/23/2007	93	Closed
<a href="#">View Report</a>	CANS Comprehensive 5 - 17	04/23/2007	94	Closed
<a href="#">View Report</a>	CANS Comprehensive 5 - 17	04/02/2007	95	Closed

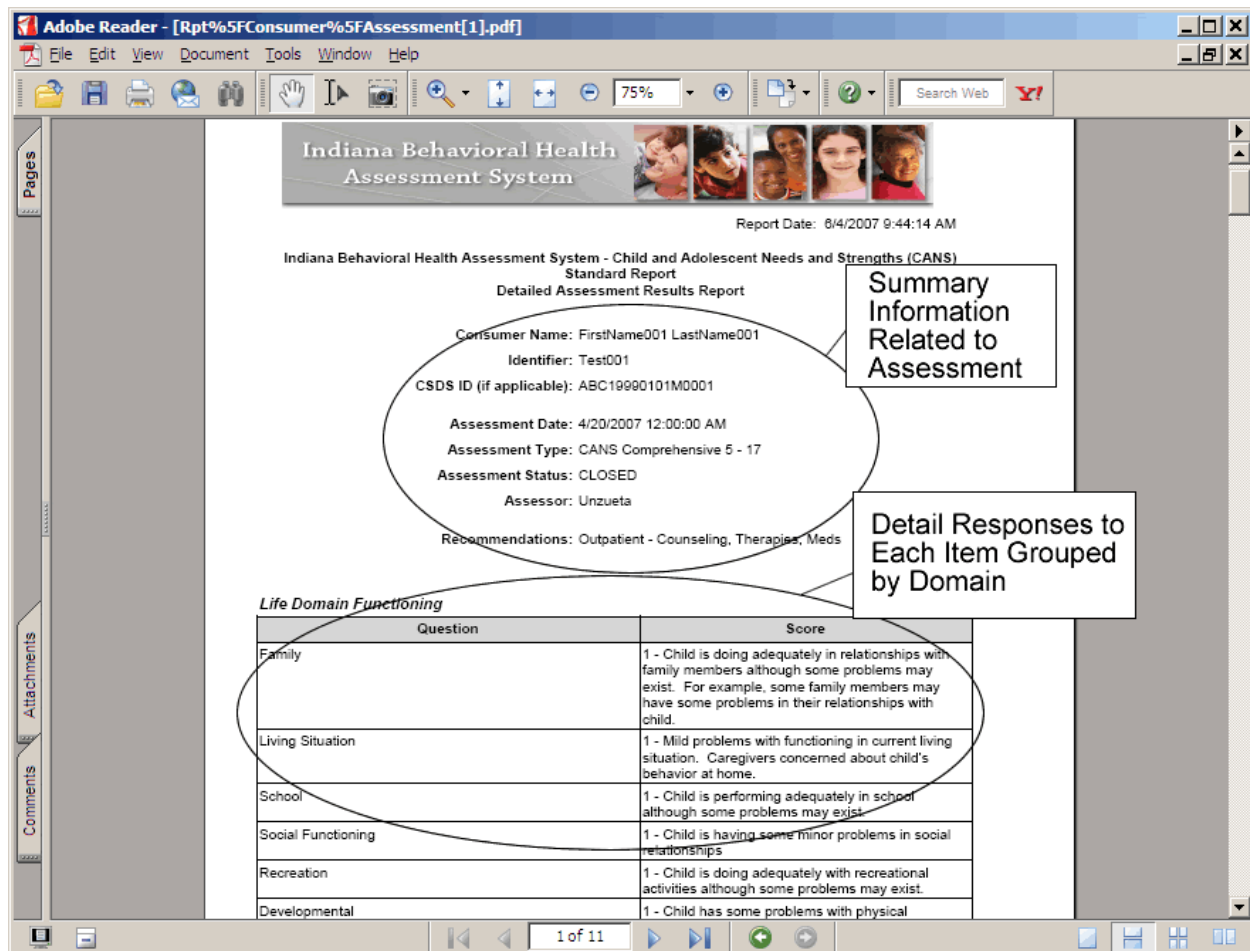
Click link to view the report associated with this assessment

Version 1.0 Build 3

For issues, questions or comments about the web application, contact the [Support Center](#).

**Figure 14 – View Consumer Screen to Run Individual Report**

A sample of the report is shown in the figure below. The top portion of the report displays summary information including their identifying information, assessment date, assessment tool used, assessment status (open for incomplete assessments, closed for complete assessments), assessor's name (certified clinician who performed the assessment) and the decision support recommendation (if one exists).



**Figure 15 - Sample Individual Report**

## Aggregate Reports

The summary or aggregate reports for each provider is accessible from the “Reports” menu item on the left side of each page, select the “Aggregate Reports” link to display a page with options to run different reports. Users will be able to select the type of report, type of assessment tool to include and type of decision support threshold to include. Users then click the “Process Report” button to generate the report in the standard format.

Indiana Behavioral Health Assessment System

Provider: DMHA User: Scott Moshier

**Aggregate Reports**

Select Report Type:  
Intensity of Services Aggregate Summary by Demographics

Select Tool Type:  
CANS Comprehensive 5 - 17

Select Algorithm Type:  
Mental Health

Process Report

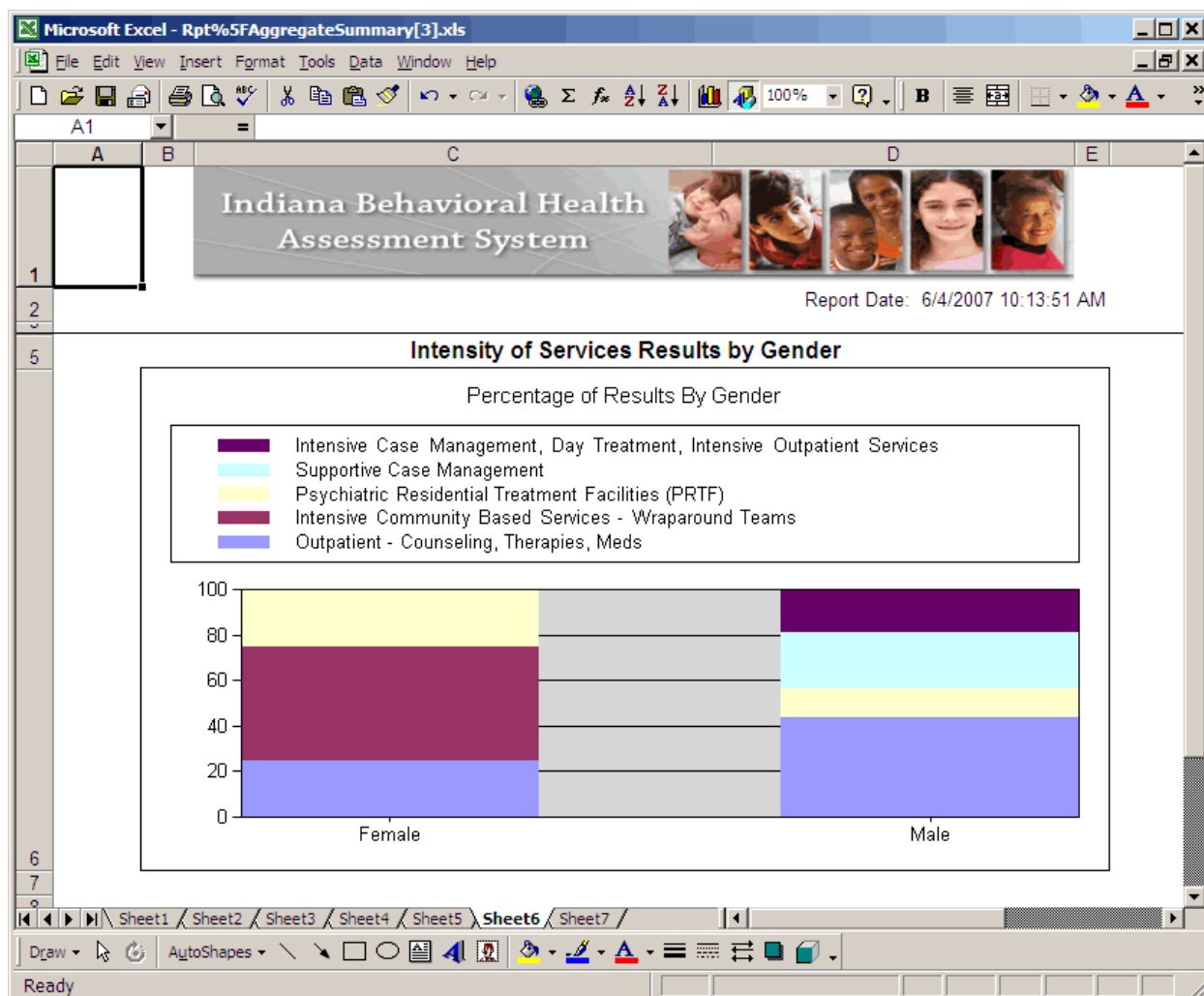
Version 1.0 Build 3

For issues, questions or comments about the web

**Figure16 – Aggregate Reports**

- **Intensity of Services Aggregate Summary by Demographics report:** This report displays the recommendation level from the Intensity of Services decision model and groups by several demographics.
  - This report combines all consumers assessed with the assessment tool selected.
  - This report displays the decision support model recommendations for the “algorithm type” selected. This can be the “Mental Health” intensity of services model, “DCS – Placement” model or the “Acute Inpatient Hospitalization” model (note: this option is valid for only the CANS Crisis assessment tool).
  - The report displays the results in graph and table format grouped by age group, race, ethnicity and gender.

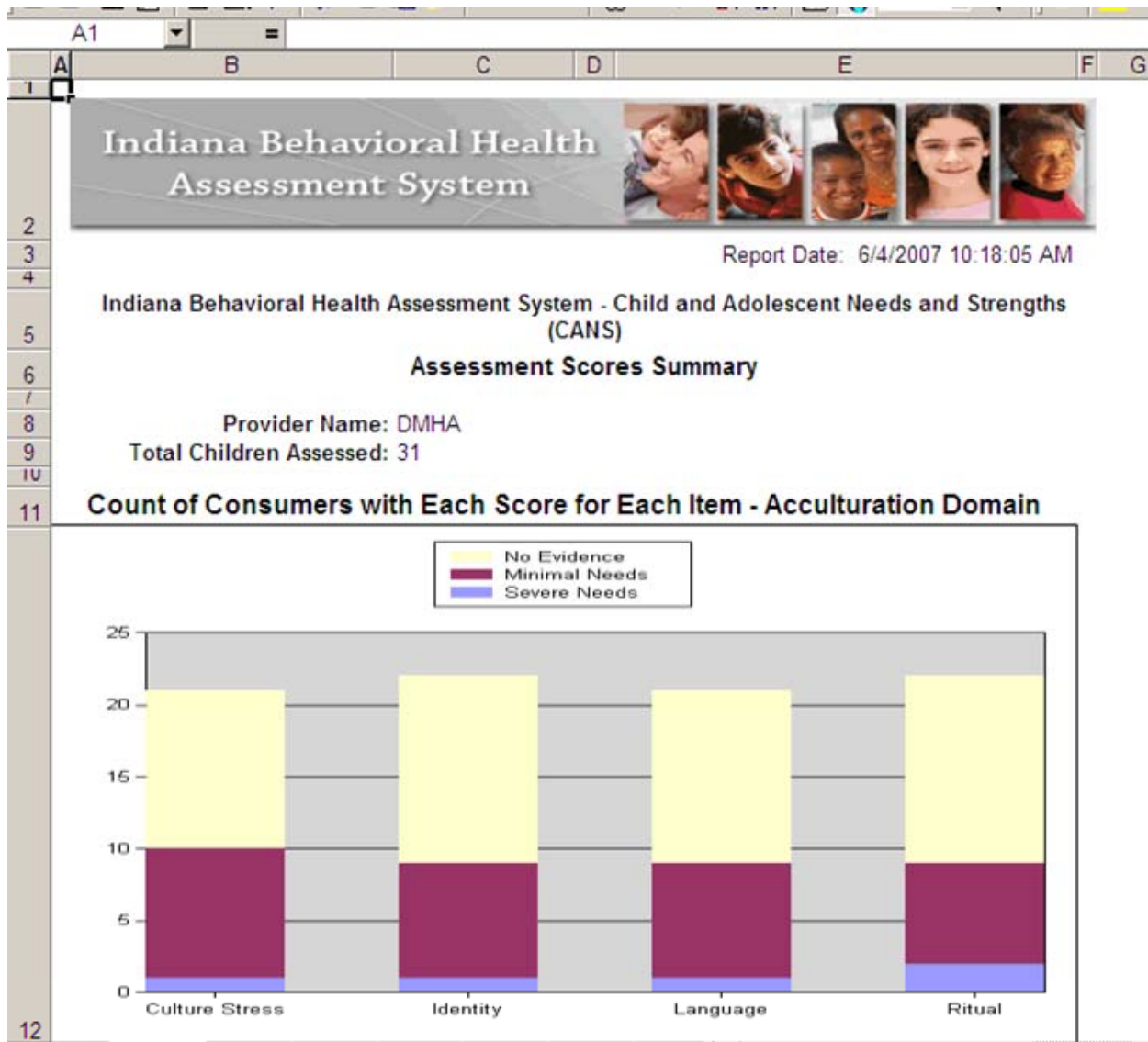
A sample of one of the report pages is shown in the figure below:



**Figure 17 - Sample Aggregate Report of Recommendation by Demographics**

- **Initial Assessment Scores by Demographics report:** This report displays a summary of assessment scores for all consumers assessed by the provider for the selected assessment tool and selected “algorithm type”.
  - The report displays a count of each score reported on the assessments in graph and table format grouped by age group, race, ethnicity and gender.
  - Since many consumers will not have the “DCS – Placement” algorithm processed for their assessment, it is recommended that the “Mental Health” option is selected.
  - Note: Due to the length of this report, exporting this report to .pdf creates a large file size.

A sample of one of the report pages is shown in the figure 18 below:



**Figure 18 - Aggregate Report of Individual Scores**

## Staff Certification

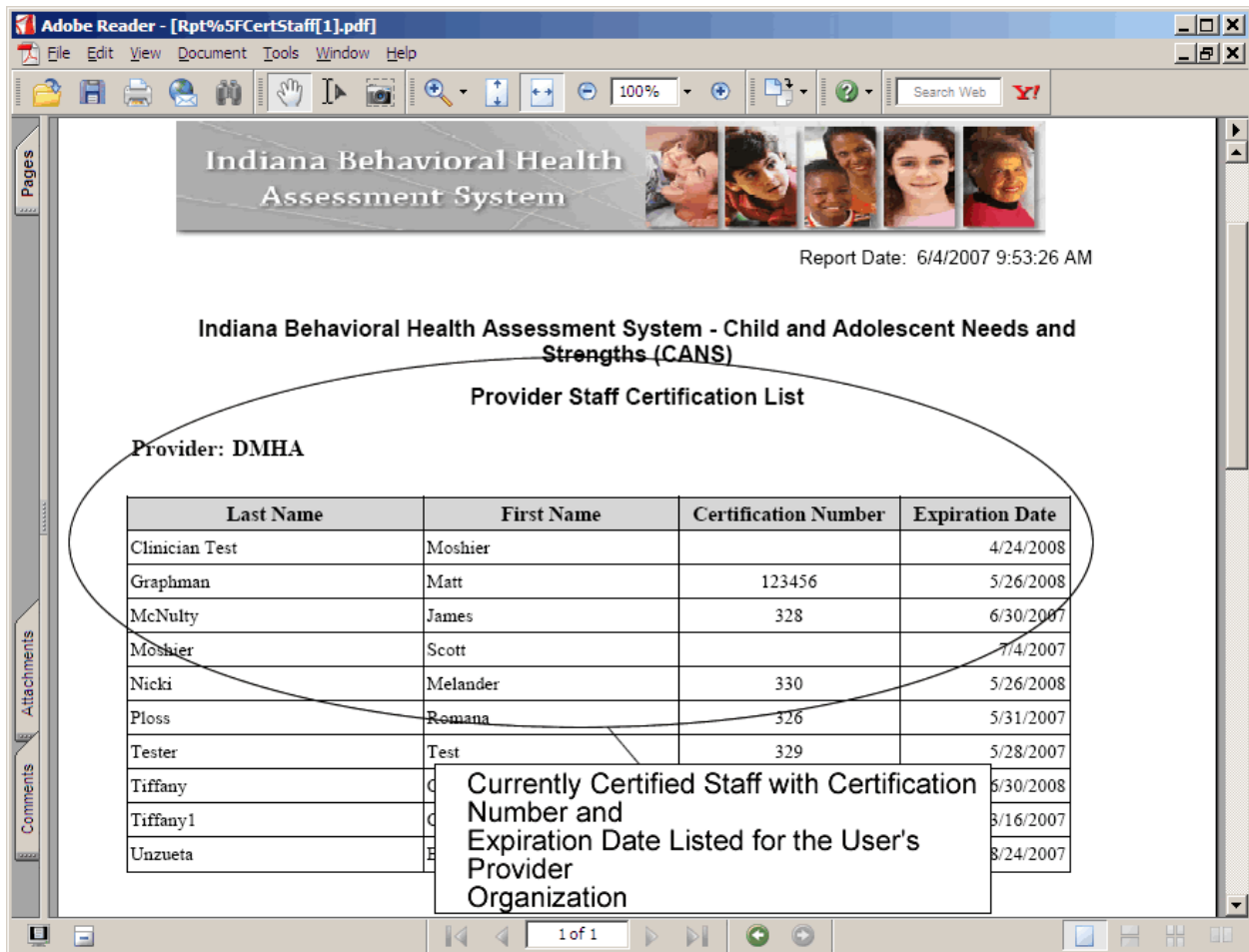
From the “Reports” menu, select the “Staff Certification” option to display a page to select options for this report. The report will display several options. See the figure below:

The screenshot shows the 'Indiana Behavioral Health Assessment System' interface. At the top, there's a header with the system name and a row of five small photos of diverse children. Below the header, the 'Provider: DMHA' is listed on the left and 'User: Scott Moshier' on the right. A left-hand navigation menu contains links: Home, Documents, News, Logout, Consumer, Assessments, Reports, Import Export, Admin, and Admin Reports. The main content area is titled 'Report: Staff Certification Report'. It prompts the user to 'Please select the staff group for this report.' with two radio button options: 'Current Certified Staff' (selected) and 'Staff near/with Expired Certification'. Below this, it asks the user to 'Please enter date range for specific certification period or leave blank for all active certified staff.' with input fields for 'Start Date:' and 'End Date:'. A 'Process Report' button is at the bottom of the form. The footer includes 'Version 1.0 Build 3' and a link for 'For issues, questions or'.

**Figure 19 - Certification Reports**

- **Current Certified Staff:** This option allows the user to view all staff for the provider who are currently certified with the CANS assessment tools.
  - Clicking this option also displays text-boxes to enter a date range. This will limit the report to view staff who are certified within the date range selected.
  - Leaving the date range empty will display all currently certified staff
  - The report will display the users' name, certification number and certification expiration date

See figure 20 below for a sample of the report:

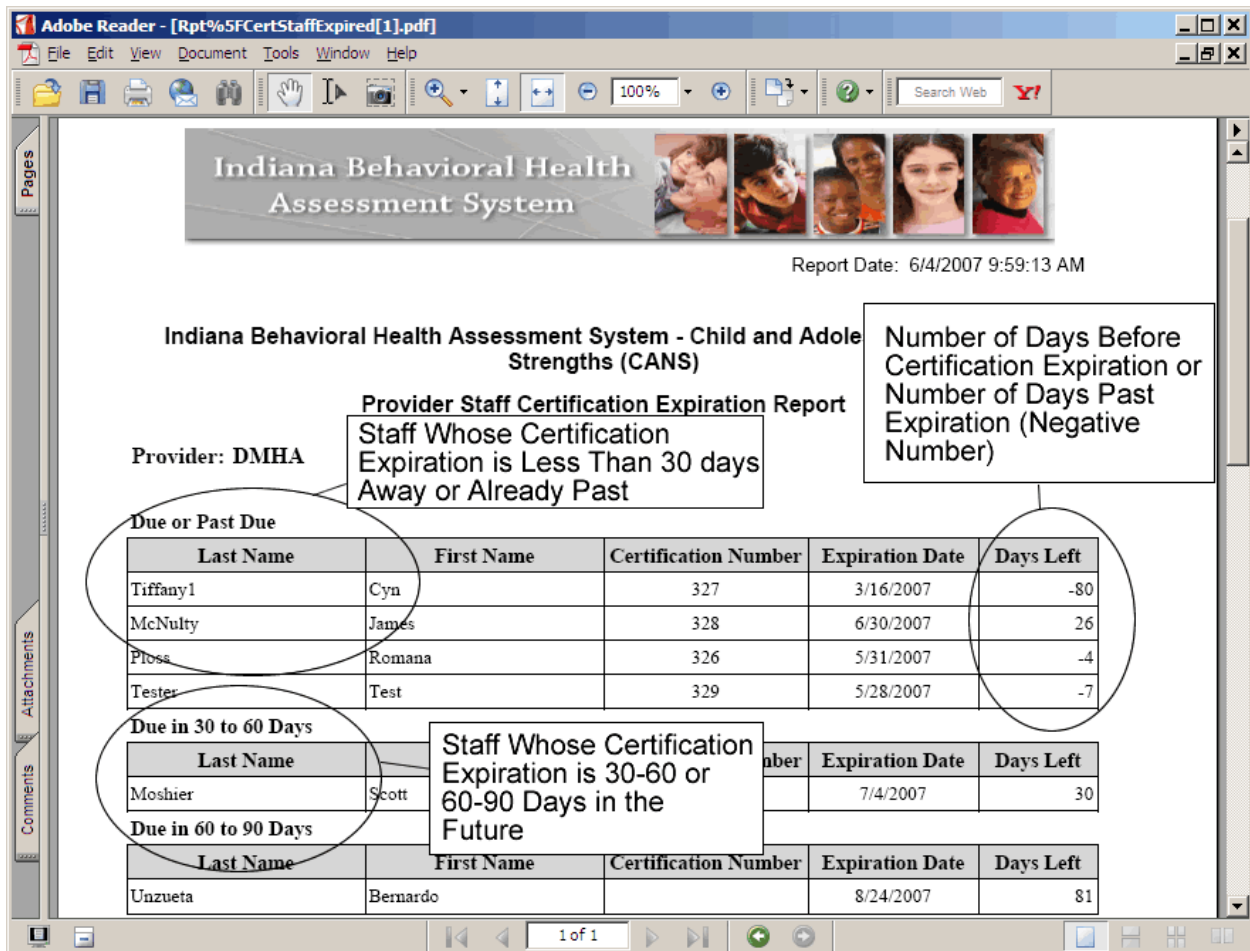


**Figure 20 - Current Certified Report**

- **Staff near/with Expired Certification:** Selecting this option displays a list of staff in sections.
  - The first section displays staff whose certification is less than 30 days away or already past. The number of days until expiration (positive number) and days past expiration (negative number) is included.
  - The following sections displays staff with expiration dates at 30-60 and 60-90 days of today's date.

See figure 21 below for a sample of the report:





**Figure 21 - Certification Expiration Report**

As with all new systems, new reports will be developed periodically as the need arises. Also, state personnel want to analyze the initial assessment data to determine new, different or enhanced reports to develop. As with any new development for IBHAS, functionality and new reports will be placed on the QA website for testing before being implemented on the production site.



## **Export Process**

If you have access to this area, the menu item titled “Import Export” displays in the menu on the left side of the page. Placing the mouse over this menu item will display three options: “Export”, “Import” and “Import Log”. This section describes the “Export” area. Information contained in this document is more general, but detailed technical documentation is available at the following location: <http://ibhas.in.gov/mainDocuments.aspx>. The file name is Import/Export Specifications.

The export area allows users to download data for their entire provider organization in several levels of detail and for any date range. Clicking the “Export” item to the right of the “Import Export” menu displays the export page with text boxes for a beginning and end date, drop-down box to select the type of data downloaded and the “Process/Download” Button. The export process creates a comma-separated-values (CSV) file with field description headers at the top of each file.

The beginning and end dates are self-explanatory and the page will not accept invalid dates (an invalid date triggers an error message and doesn’t allow the process to run). The drop-down box allows the user to select the type of information to download.

Options:

- Consumer Information – Provides all demographic data for all consumers with a completed assessment
- Summary Assessment Info – Provides the Consumer’s ID, Decision Support Threshold process that was run, Decision Support Recommendation, Assessment Date, Clinician ID, Reason for Assessment, Assessment Tool Description and System Generated Assessment Tool ID
- Detailed Assessment Info – Provides the Consumer’s ID, Assessment Date, System Generated Assessment Tool ID, Assessment Tool Description, Domain (or Module) Name, System Generated Question ID, Question Text, System Generated Answer ID and Answer Text
- Consumer Info and Detailed Assessment – Provides a combination of the Consumer Information and Detailed Assessment Info downloads
- Assessment Tool – Provides the system generated data related to all the assessment tools, domains, questions and answers. To access this information, begin and end dates are not needed.

See figure 22:

**Indiana Behavioral Health Assessment System**

Provider: DMHA User: Scott Moshier

**Export Consumer/Assessment Data**

Enter the date range for the assessment information you wish to download.

Assessments Completed  
Beginning:   
Ending:

Select the information you require in the available formats:  
Consumer Information

Select the file format you wish the data received in:  
☒ Text - CVS

Enter Beginning and End Date for Consumer and Assessment Data Exporting

Select the Data Set Type to Export

Click Button to Start Process While You Wait - Receive File After Just a Few Moments

Home  
Documents  
News  
Logout  
Consumer  
Assessments  
Reports  
Import Export  
Admin  
Admin Reports

Version 0.9 Build 2

For issues, questions or comments about the web application, contact the [Support Center](#).

**Figure 22 – Export Process**

The beginning and end dates are self-explanatory and the page will not accept invalid dates (an invalid date triggers an error message and doesn't allow the process to run). The drop-down box allows the user to select the type of information to download.

Options:

- Consumer Information – Provides all demographic data for all consumers with a completed assessment
- Summary Assessment Info – Provides the Consumer's ID, Decision Support Threshold process that was run, Decision Support Recommendation, Assessment Date, Clinician ID, Reason for Assessment, Assessment Tool Description and System Generated Assessment Tool ID
- Detailed Assessment Info – Provides the Consumer's ID, Assessment Date, System Generated Assessment Tool ID, Assessment Tool Description, Domain (or Module) Name, System Generated Question ID, Question Text, System Generated Answer ID and Answer Text
- Consumer Info and Detailed Assessment – Provides a combination of the Consumer Information and Detailed Assessment Info downloads
- Assessment Tool – Provides the system generated data related to all the assessment tools, domains, questions and answers. To access this information, begin and end dates are not needed.

## Import Process

Clicking on the “Import” when users mouse-over the “Import Export” menu item displays the import page. It is very simple with a button to browse to a file on the user’s computer or network and a drop-down box to identify the type of information being imported (consumer or assessment information).

Click the “Process/Upload” Button to start the import process. This is done in real-time while the user is logged into the website. Detailed technical documentation is maintained in this location <http://ibhas.in.gov/mainDocuments.aspx>.

The file name is Import/Export Specifications.

In short, the file is moved to the state, checked for a number of errors and then loaded to the database if there are no errors. If there are errors the import log displays basic information about those errors. Given that much of the information related to importing data is technical, please refer to the technical documentation mentioned above for the details.

Indiana Behavioral Health Assessment System

Provider: DMHA User: Scott Moshier

**Import Consumer/Assessment Data**

Select the file you wish to upload.  
 Browse...

Select the information format you wish to upload.  
Consumer Information

Process/Upload

Browse to the File to Import on Your Computer or Local Network

Select the Data Set Type That Will Be Uploaded

Click to Upload the File in Real-Time and Receive Feedback on the Import While You Wait

Version 0.9 Build 2

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**Figure 24 - Import Process**

## **Import Log**

Clicking on the “Import Log” when users mouse-over the “Import Export” menu item displays the import log page. It displays summary information related to each import performed for the user’s provider organization.

The summary information includes:

- the system generated “import id”,
- import date and time,
- type of information imported,
- number of records (rows) included in the file and number of records with errors associated with them.

The “Report” link beside each row in the grid displays the full import report including all errors identified by record number, error type and a short description of the error. This should only be used as a starting point for providers as the error information is not very detailed.

Examples of error descriptions are:

- “DOB is required. Format MM/DD/YYYY”,
- “FIRST NAME is required. Max length = 25”,
- “ETHNICITY valid values are 1,2,3,4,5 and 6”,
- “Assessment Clinician Error: Record(s) with invalid Clinician ID or expired certification were found”.

The import reports are generated like any other report on the website can be exported to Excel for convenient sorting or manipulation. See figure 26 for the Import Log summary page:

**Indiana Behavioral Health Assessment System**

Provider: DMHA User: S...M...

**Import Log**

	Report ID	Import Date	Import Type	Total Records	Records w/Errors
<a href="#">Report</a>	14	5/14/2007 10:09:26 AM	Consumer	7	0
<a href="#">Report</a>	13	4/20/2007 2:22:09 PM	Assessment	142	0
<a href="#">Report</a>	12	4/20/2007 2:19:17 PM	Assessment	142	0
<a href="#">Report</a>	11	4/20/2007 1:51:41 PM	Assessment	569	0
<a href="#">Report</a>	10	4/20/2007 1:08:26 PM	Assessment	17	0
<a href="#">Report</a>	9	4/19/2007 5:34:12 PM	Assessment	630	0
<a href="#">Report</a>	8	4/19/2007 5:33:15 PM	Consumer	7	0
<a href="#">Report</a>	7	4/18/2007 2:20:55 PM	Assessment	1538	0
<a href="#">Report</a>	6	4/18/2007 2:16:52 PM	Assessment	1538	0
<a href="#">Report</a>	5	4/18/2007 2:14:14 PM	Assessment	1538	0
<a href="#">Report</a>	4	4/18/2007 2:12:22 PM	Consumer	11879	6335
<a href="#">Report</a>	3	4/5/2007 8:11:21 AM	Consumer	2	2
<a href="#">Report</a>	2	3/16/2007 11:04:51 AM	Consumer	11880	5544
<a href="#">Report</a>	1	3/16/2007 11:04:16 AM	Consumer	16	0

Version 0.9 Build 2


For issues, questions or comments about the web application, contact the [Support Center](#).

Click "Report" Link to View Detail Information

View Summary Information on This Page

**Figure 25 – Import Log detailed information page**

# Indiana Behavioral Health Assessment System



Provider: DMHA

- Home
- Documents
- News
- Logout
- Consumer
- Assessments
- Reports
- Import Export
- Admin
- Admin Reports


Version 0.9 Build 2

For issues, questions or comments about the web application, contact the [Support Center](#).

1 of 1
100%
Find | Next

Select a format
Export

## Indiana Behavioral Health Assessment System



Provider: DMHA

Import ID: 3

Import Date: 4/5/2007 8:11:21 AM

Import Type: Consumer

Total Records: 2

Records w/Errors: 2

Report Date: 5/15/2007 3:06:30 PM

### Summary Information

### Detail Error Information

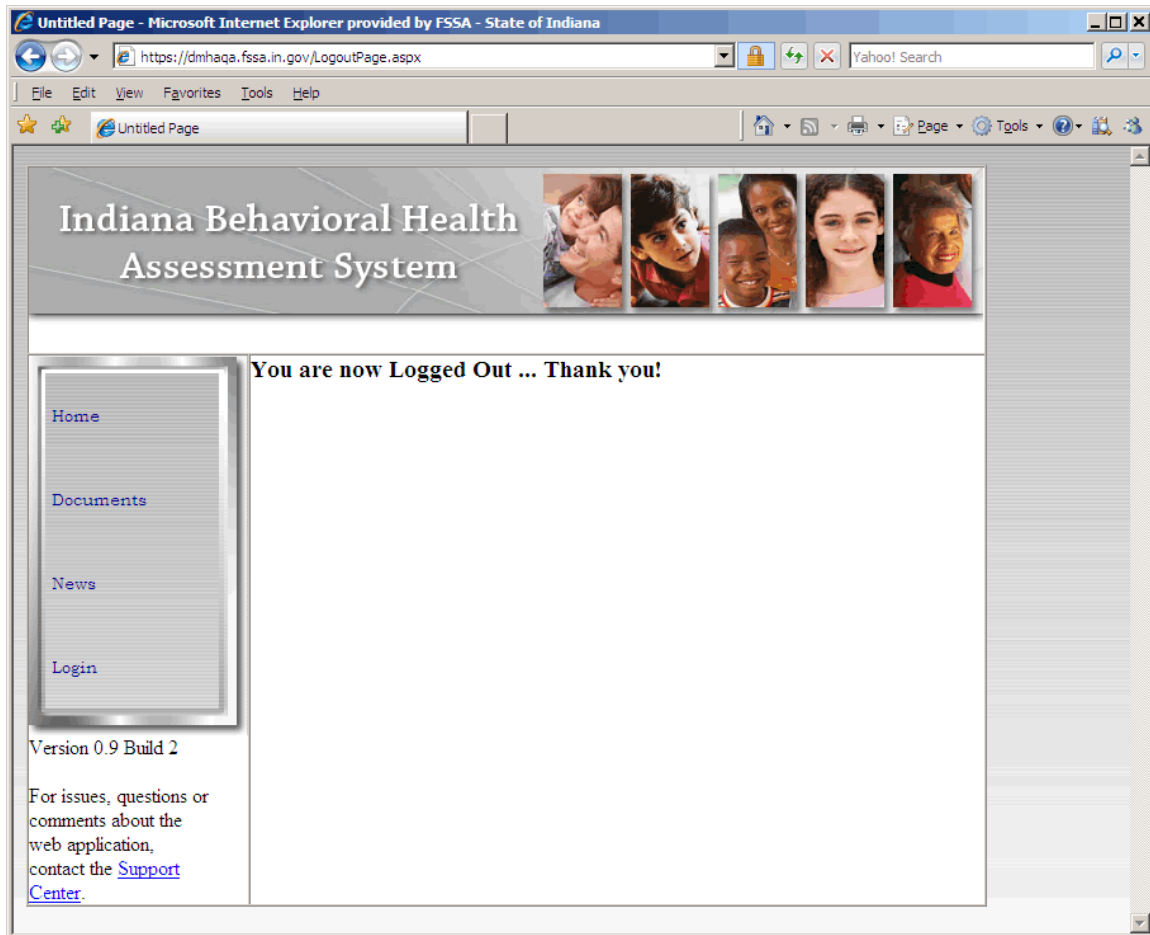
Record #	Error Type	Error Description
1	Field Error	GENDER is required. Valid values are F or M
1	Field Error	DOB is required. Format MM/DD/YYYY

Navigation and Export Controls Like Other Reports

**Figure 26 – Import Log Summary**

## Log Out

The “Log Out” menu item should be used when you are finished working in IBHAS. This maintains appropriate security for the data. If the log out function is not used, however, you will be automatically logged out after a period of inactivity.



**Figure 28 – Log Out**

Any questions regarding the IBHAS system should be directed to:

[IBHAS@fssa.in.gov](mailto:IBHAS@fssa.in.gov)

IBHAS Support  
402 W Washington Street  
W353  
Indianapolis, IN 46204  
FAX 317.233.3472